



Legislation Text

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TITLE

DHHS-DSS MANDATED PERFORMANCE MEASURES

SPONSOR

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BACKGROUND

Guilford County signed an annual written agreement (MOU) with the North Carolina Department of Health and Human Services for all social services programs, excluding medical assistance (Medicaid) in June 2019 for fiscal year 2019-2020. This agreement requires Social Services to comply with meeting certain performance and growth measures.

This presentation will be provided on a monthly basis to keep Guilford County's Board of County Commissioners informed of Guilford's progress. The attached results represent data for the month of July and August 2019.

Energy Programs

- County will process 95% of CIP applications within 1 business day
- County will process 95% of CIP applications within 2 business days

Work First

- County will process 95% Work First applications within 45 days
- County will process 95% Work First re-certifications no later than the last day of the month

Food Nutrition Services

- County will process 95% of expedited FNS applications within 4 calendars of date of application
- County will process 95% of regular FNS applications within 25 days from the date of application
- County will ensure that 95 % of FNS re-certifications are processed timely
- County will ensure that 90 % of Program Integrity claims are established within 180 days of discovery

For the month of July we did not pass our Medicaid Report Card. Last year, we received a new directive from the state based on a lawsuit against the state - Hawkins vs. Cohen. This directive was that we were to work two months ahead on Medicaid Recertification cases. Based on the number of Medicaid recertifications monthly (both Adult and Family and Children's), number of staff, FMLA and vacancies, we have been unable to work two months ahead. We have been rolling over about 5,000 cases monthly. We did 30 days of overtime from June-July 2019 to work on the backlog; however, we still have about 15,000 cases to complete for the month of August. We will have to roll over a substantial amount of these cases. When this happens, we fail the report card for the month.

Adult Protective Services - APS

- County will complete 95% of APS evaluations involving allegations of abuse or neglect within 30 days
- County will complete 85% of APS evaluations involving allegations of exploitation within 45 days

Child Welfare

- To date, data from the state still remains unvalidated and therefore an accurate report cannot be presented.

Although Medical Assistance programs are not including in the agreement, Medicaid benchmarks and monthly timeliness will be reported on a monthly basis with data extracted from the monthly Medicaid Report Card.

BUDGET IMPACT

NO ADDITIONAL COUNTY DOLLARS

REQUESTED ACTION

Receive monthly data regarding the thirteen mandated performance measures as outlined in the Memorandum of Understanding between Guilford DHHS-Social Services and NC DHHS.